

[illegible]

Standard	Description	Ref	Year C-2	Year C-1	Year C-0	Original Budget	Adjusted Budget	Full Year Forecast	Service Level
			Actual Outcome	Actual Outcome	Audited Outcome				
Community safety and licensing services									
	How long does it take to register a vehicle? (minutes)		Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	
	How long does it take to renew a vehicle license? (minutes)		Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	
	How long does it take to issue a duplicate registration certificate vehicle? (minutes)		Transaction 15 minutes	Transaction 15 minutes	Transaction 15 minutes	Transaction 15 minutes	Transaction 15 minutes	Transaction 15 minutes	
	How long does it take to de-register a vehicle? (minutes)		Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	
	How long does it take to renew a drivers license? (minutes)		Transaction 20 minutes	Transaction 20 minutes	Transaction 20 minutes	Transaction 20 minutes	Transaction 20 minutes	Transaction 20 minutes	
	What is the average reaction time of the fire service to an incident? (minutes)		10 - 30 minutes	10 - 30 minutes	10 - 30 minutes	10 - 30 minutes	10 - 30 minutes	10 - 30 minutes	
	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)		Department of Health	Department of Health	Department of Health	Department of Health	Department of Health	Department of Health	
	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		Department of Health	Department of Health	Department of Health	Department of Health	Department of Health	Department of Health	
Economic development									
	How many economic development projects does the municipality drive?		36	36	36	36	36	36	
	How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		4	4	4	4	4	4	
	What percentage of the projects have created sustainable job security?		0	0	0	0	0	0	
	Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	
Other Service delivery and communication									
	Is a information package handed to the new customer? (Yes/No)		No	No	No	No	No	No	
	Does the municipality have training or information sessions to inform the community? (Yes/No)		No	No	No	No	No	No	
	Are customers treated in a professional and humanly manner? (Yes/No)		No	No	No	No	No	No	